Inter-Service And MCSC Case Management Collaboration In the Tidewater Multi Service Market

Learning Objectives :

Understand the dynamics of case management and care coordination in a multi-service market related to varying service missions, multiple network providers, overlying catchments areas, and a diverse scope of services among MTFs.

Appreciate the importance of MSM/MCSC medical management collaboration on the case management process to include 1) open communication, 2) define Point of Contacts, 3) optimization of the direct care system, 4) clear identification of roles, responsibilities and processes within the MSM/MCSC.

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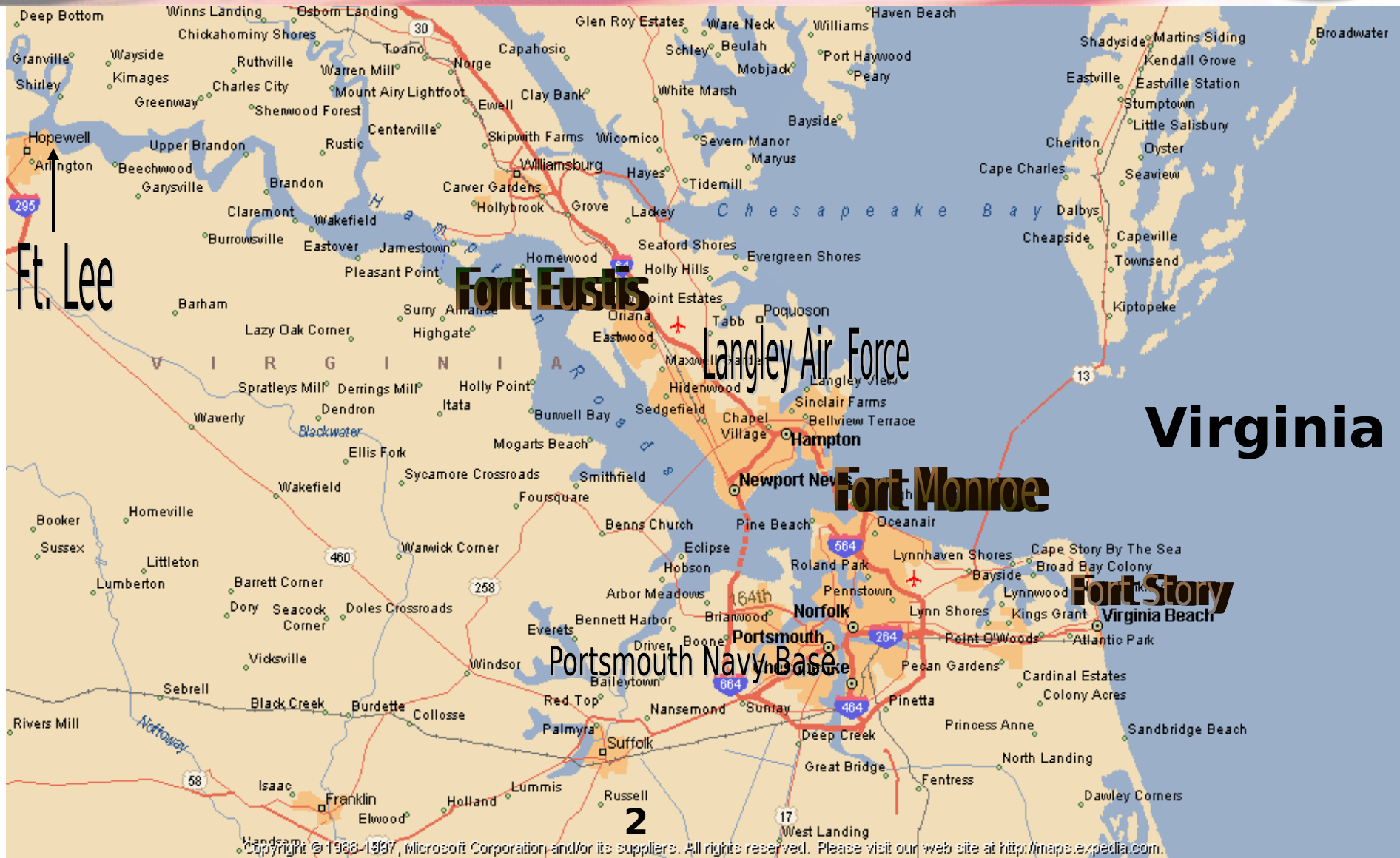

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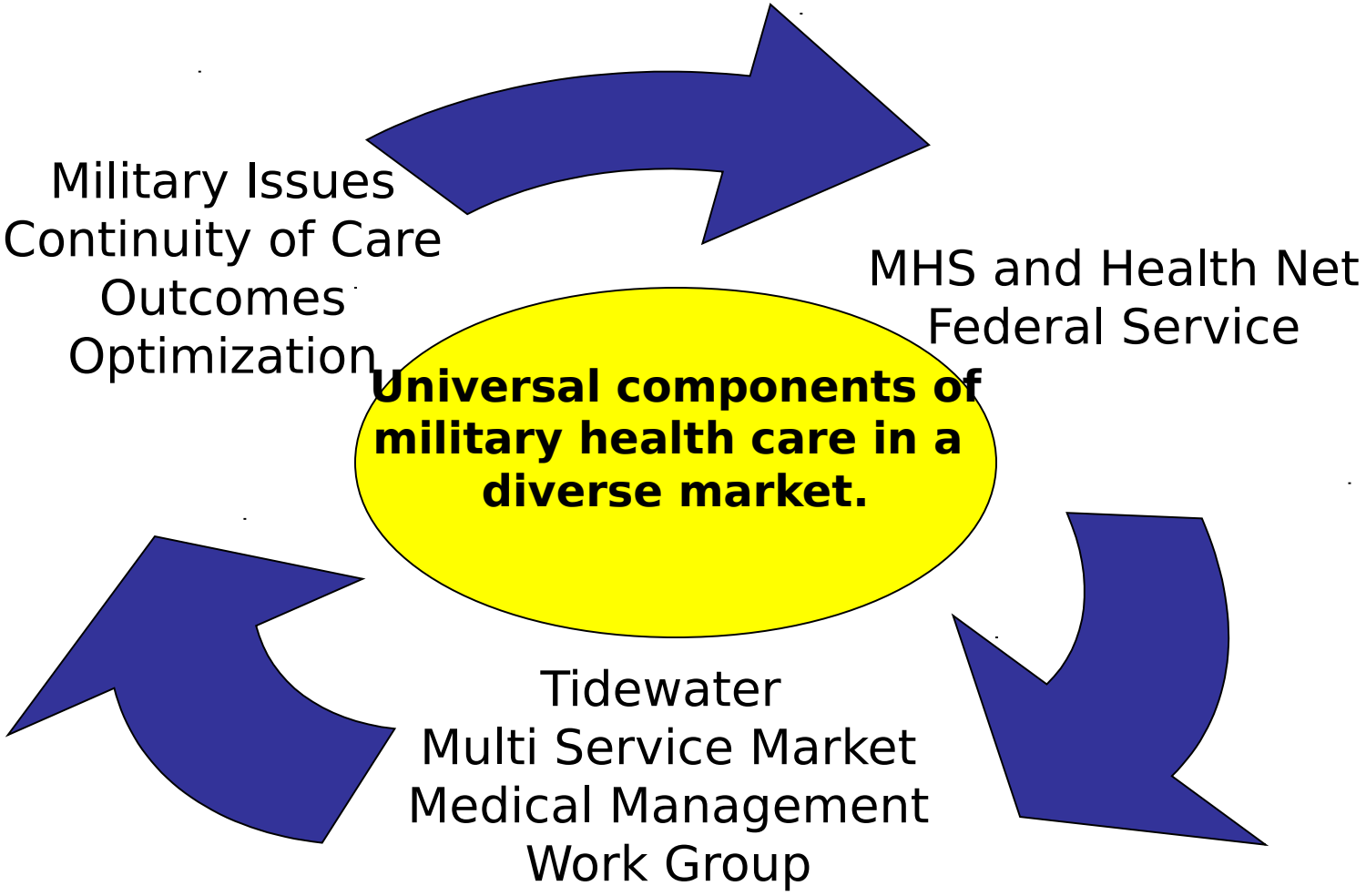

Goals

- Open communications between MSCS/MHS.
- Optimization of direct care system
- Reduction in overall health care costs.
- Improve working relationships.
- Enhance continuity of care

Methods

- Monthly meetings
- Developed tracking log of issues and progress.
- Local case management processes defined and implemented.
- Points of contact identified and shared.
- Multi-disciplinary conferences on complex patient issues.
- Augmented processes to ensure appropriate hand off communication between MTF's, Services and MCSC.
- Establishment of minimum standards for goal management and achievement

Methods

- Early identification and tracking of MTF enrollees in the purchased care network.
  - Open communication with MCSC Care Managers.
  - Enhanced the daily admission report from MCSC.
  - Recaptured patients.
  - Facilitated transfers and discharges to alternate levels of care.
  - Improved PCM communication and continuity of care.
  - Proactive case management.

Methods

- Active Duty Service Member
  - Proactive discharge planning.
  - Improved PCM collaboration.
  - Coordination for continuity of care.
  - Identification & resolution of unit/service specific issues.
  - Proactive case manager assignment for complex cases.

Outcomes

- Enhanced continuity of care.
- Reduction in purchase care costs.
- Increased medical board efficiency
- Promoted utilization of the direct care system.
- Improved patient satisfaction.
- Enhanced working relationship with MCSC.
- Increased patient safety and quality of care.
- Reduce overall time required to make disposition for Soldiers with medical issues

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Military Health System Population Health Model